

## Complaints to the BBC

This fortnightly report for the BBC complaints service<sup>1</sup> shows for the periods covered:

- the number of complaints about programmes and those which received more than 100<sup>2</sup> at Stage 1 (Audience Services);
- findings of subsequent investigations made at Stage 2 (by the Executive Complaints Unit)<sup>3</sup>;
- the percentage of all complaints dealt with within the target periods for each stage.

NB: Figures include, but are not limited to, editorial complaints, and are not comparable with complaint figures published by Ofcom about other broadcasters (which are calculated on a different basis). The number of complaints received is not an indication of how serious an issue is.

### Stage 1 complaints

Between 9 – 22 November 2020, BBC Audience Services (Stage 1) received a total of **4,987** complaints about programmes. **10,379** complaints in total were received at Stage 1.

BBC programmes which received more than 100<sup>2</sup>complaints during this period:

Programme	Service	Date of Transmission	Main Issue(s)	Number of Complaints
Newsnight	BBC Two	17/11/2020	Bias against Jews for Labour and/or Jeremy Corbyn	457 (after invitations to complain were posted online)
Have I Got News For You	BBC One	20/11/2020	Offensive humour	453

92% of all complaints dealt with between 9 – 22 November 2020 received an initial response within the stage 1 target period of 10 working days.

Recent BBC public responses to significant complaints at Stage 1 are published at:

<http://www.bbc.co.uk/complaints/complaint/>

### Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 22 findings at Stage 2 between 9 – 22 November 2020. Highlighted text links to published findings. Further information on complaints which were upheld

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<sup>1</sup> Full details of the service are in the [BBC Complaints Framework and Procedures](#) document.

<sup>2</sup> As defined in the [BBC Complaints Framework and Procedures](#) and regulated under [Ofcom's Broadcasting Code](#).

<sup>3</sup> Excluding investigations of online material outside Ofcom's remit.

or resolved after investigation by the ECU can be found here:  
<http://www.bbc.co.uk/complaints/comp-reports/ecu/>

Programme	Service	Date of Transmission	Issue	Outcome
Inside Out	BBC One (South East)	09/03/2020	Unfair to Bruderhof	<a href="#">Partly upheld</a>
Live at the Apollo	BBC Two	08/09/2020	Offensive references to dwarfism x2	<a href="#">Upheld</a>
Up All Night	Radio 5 Live	14/10/2019	Inaccuracy about casualties in Mongol Derby	<a href="#">Resolved</a>
Newsnight	BBC Two	03/06/2020	Bias and inaccuracy on UK Covid-19 fatalities	Not upheld
Undercover with the Clerics: Iraq's Secret Sex Trade	BBC News Channel	04/10/2020	Misrepresentation of Shia teaching	Not upheld
Jeremy Vine	Radio 2	12/06/2020	Bias against defenders of Baden-Powell statue x2	Not upheld
The Trial of Alex Salmond	BBC Two	17/08/2020	Bias against Alex Salmond x2	Not upheld
Nolan Live	BBC One Northern Ireland	07/10/2020	Harassment of people not wearing facemasks x3	Not upheld
Lunchtime Live	BBC Scotland	07/10/2020	Irresponsible language about Covid-19	Not upheld
Stephen Nolan	Radio 5 Live	13/03/2020	Irresponsible language about Covid-19	Not upheld
Sunday Breakfast	Radio 5 Live	26/07/2020	Lack of challenge in interview about Grime musician	Not upheld
Afternoons	Radio Nottingham	09/10/2020	Detrimental to value of complainant's house	Not upheld
Lethal Force	BBC News Channel	02/08/2020	Inaccuracy/bias about deaths in police custody x2	Not upheld
Breakfast	BBC One	10/08/2020	Potentially distressing scenes	Not upheld
Famalam	BBC iPlayer		Offensive reference to "masculine" girls	Not upheld
Look North	BBC One (North East and Cumbria)	26/08/2020	Inaccurate report of reaction to judicial review	Not upheld

77% of complaints (17 out of 22) dealt with between 9 – 22 November 2020 received a response within the target time.